

Action Plan in response to the PPO Report into the death of Mr Hamdi Musse 13/01/2022 following release from HMP Bullingdon

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare should ensure that healthcare staff obtain community medical records for newly arrived prisoners, in line with NICE guidance; and that there is a robust and auditable process to check that they have been received.	Accepted	In October 2022 all men arriving in Bullingdon had care transferred from community GP to Bullingdon GPs this ensures records are transferred. Records form part of the second day review by the GP and second screening nurse.	Head of Healthcare Practice Plus Group (PPG)	31 st October 2022
2	The Head of Healthcare should ensure that healthcare staff follow the assessment procedures set out in the NICE guidance on assessing patients with jaundice.	Accepted	At the time of Mr Musse arrival into Bullingdon he was not suffering from or complaining of any jaundice signs, when these were identified he was admitted to hospital. All staff have awareness of how to assess patients for signs of hepatic problems. We have included dedicated sessions on Hepatology.	Clinical Leads PPG	January 2023 training is ongoing
3	The Head of Healthcare should ensure that healthcare staff understand and follow clinical escalation and referral pathways in the event of abnormal clinical findings, or when a prisoner presents with significant symptoms.	Accepted	There is clear review and escalation process in place at Bullingdon, all patients have clinical observations recorded on SystemOne. The process of escalation to senior clinician/GP has been reiterated to all staff. The integrated care model now has a designated unplanned care clinic where those who are presenting with	Clinical Lead for Urgent and Unplanned Care	1 st March 2023



			clinical abnormalities or need a senior review can be booked.		
4	The Head of Healthcare should share this report with all the healthcare staff named and discuss the Ombudsman's findings.	Accepted	The report was shared with staff in conjunction with the ILR.	Head of Healthcare PPG	January 2023
5	The Head of Healthcare should review the arrangements for GP appointments to ensure that there is sufficient availability to meet demand within a reasonable time; patients with acute symptoms receive timely appointments; and GPs are aware of the waiting times so they can designate the level of urgency.	Accepted	There is a clear process for all those requiring an urgent review, following embedding the integrated care model patients now have access to an unplanned emergency care clinic where they can be seen by an urgent care practitioner. There are 3 embargoed GP appointments every single day to ensure that anyone requiring an emergency appointment has access to it.	Head of Healthcare, Clinical Lead Urgent and Unplanned care and Lead GP	February 2023
6	The Head of Healthcare should ensure that clinical staff are aware of the national guidance on measuring blood pressure and follow the procedures for abnormal readings.	Accepted	All staff have to complete NEWS training – this is monitored and audited. All recorded NEWS scores are audited as part of the documentation audit. PPG undertook a national awareness campaign to raise the awareness and importance of NEWS escalation. Each patient who has a condition that could cause an abnormality will have a care plan completed.	Clinical Leads PPG	Ongoing as training is continuous
7	The Head of Healthcare should ensure that blood pressure monitoring equipment is well maintained. If a device is found to be faulty, staff should use an alternative.	Accepted	All Blood Pressure machines are serviced yearly and maintained there is a Stock Controller who has responsibility to report and keep a record of equipment. There have been new machines ordered these are now insitu. As an alternative manual sphygmomanometers have been purchased and staff trained to use these.	Stock Controller, Deputy Head of Healthcare PPG	January 2023



8	<p>The Governor and Head of Healthcare should ensure that all staff undertaking risk assessments for prisoners taken to hospital understand the legal position on the use of restraints and that in all cases, prison managers regularly review the level of restraints used on prisoners in hospital.</p>	Accepted	<p>The Senior Management Team will be reminded of the requirement to regularly review the level of restraints used on prisoners at hospital and the legal position regarding restraints.</p> <p>A briefing will also be sent out to all staff explaining the need and process to contact a Senior Manager for a review of the risk assessment if circumstances change whilst a prisoner is at hospital.</p> <p>The Regional Safety Team regularly do random assurance checks on escort risk assessments to ensure restraints have been used appropriately. Feedback is given where any concerns are identified.</p>	Head of Safety HMP Bullingdon HMPPS	September 2023
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